Westmont College

Director of Advancement Services
College Advancement

Position Summary
The Director of Advancement Services is an integral decision-making member of the Advancement staff that oversees the advancement data and staff supporting all of Westmont’s fundraising activity. Primary responsibility for managing the Ellucian Colleague database including reporting, informational retrieval, gift processing and biographical records maintenance, as well as collaboration with others with particular emphasis on admissions, financial aid, the business and records offices, and reporting as needed for other departments.

Experience and qualifications:
Position requirements include: personal support of the Christian character and mission of the college, and a clear understanding of the distinctives of a Christian liberal arts education; a Bachelor’s degree, a minimum of 3 years management experience in an advancement technology department, preferably in higher education; demonstrated skill in written and oral communication, including the ability to communicate technical subjects to non-technical audiences; and excellent interpersonal skills. Additional requirements include: demonstrated experience with complex database systems, such as Ellucian Advancement and SalesForce; thorough technical understanding of extracting and analyzing data and making recommendations based on data driven metrics; experience evaluating complex issues, identifying solutions, and providing leadership in implementation; strong computer skills (PC based applications, fundraising software and on-line systems, MS Office), and report writing skills in Access or other database reporting tools. Previous experience with data conversions preferred.

Position Overview:
Provides technical and administrative leadership in the areas of Advancement systems, technical services, user support, analysis, technical project management, and database management. Specific responsibilities include:

- Overseeing Advancement’s alumni/donor database
- Ensuring that gift and biographical data are entered consistently, accurately, and in accordance with Federal and State laws, CASE Management and Report Standards, College and best practices.
- Creating and oversight of advanced reporting mechanisms for monthly, annual and long-term giving trends for purpose of analyzing data, donors, and giving potential.
- Hiring, training, managing, and evaluation of Gift Coordinator and Advancement Services Specialist.
- Overseeing data stewardship, integrity, and security for the division and its interface with the campus.
- Ensuring the efficient flow of management reporting from the constituent database, overseeing the development and production of reports from the database, and producing specialized reports (e.g. campaign, VSE, monthly giving) as needed.
- Overseeing the development and implementation of policies and procedures related to biographical data entry, gift processing and administration, and maintaining the confidentiality of constituent information.
- Ensuring technological operations are efficient, effective, and consistent with best practices.
- Developing and disseminating technology solutions and services that support end-user self-service.
- Recommending online activities including web presence and online fundraising.
- Managing end-user technical support and training for the division.
- Overseeing documentation for all technological business decisions, business rules, report development and data storage techniques.
- Serving as point person for system conversions.
- Developing and managing the advancement services budget.
- As assigned by the Vice President, serving as the project manager for a variety of complex technical initiatives.

Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments;
keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds. Westmont expects employees to avail themselves wherever necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration.

- Other duties as assigned.

Reports to: Assistant Vice President of Advancement